



JACKSONVILLE STATE UNIVERSITY

**DEPARTMENT OF
PUBLIC SAFETY**

Jacksonville State University

**EMERGENCY
PROCEDURES
GUIDEBOOK**

University Police Department

(256) 782-5050

jsu.edu/police

EMERGENCY PROCEDURES GUIDEBOOK INTRODUCTION

This guidebook is intended for use by faculty and staff members at Jacksonville State University (JSU) and has been designed for quick reference during emergency conditions on this campus. The contents of this guidebook are based on emergency preparedness best practices. The use of common sense and good judgment remains the responsibility of persons at the scene. Individual departments may have additional requirements.

Recipients of this guidebook should become familiar with its contents and all new employees should familiarize themselves with these procedures.

Informational blanks have been provided in several sections and should be filled in with relevant information. Once the blanks are filled in and procedures reviewed, this guidebook should be kept in a readily accessible location, preferably near a telephone. Users should periodically check the information to ensure it is up to date.

Please notify Elizabeth Morrow at **(256) 782-5282** if there are any changes that need to be made to this guidebook.

EMERGENCY PHONE NUMBERS

The following numbers are for use at the main campus of JSU:

Police + Fire + EMS + Hazardous Materials Incidents	(256) 782-5050 or 911
Capital Planning & Facilities	(256) 782-5450
Counseling	(256) 782-5475

Other emergency numbers or numbers of interest to other JSU owned property:

Jacksonville Police Department	(256) 435-6448
Jacksonville Fire Department	(256) 435-2310
Calhoun County Sheriff's Department	(256) 236-6600
Calhoun County EMA	(256) 435-0540
ALEA – Jacksonville Post (State Troopers)	(256) 435-3521
Anniston Police Department	(256) 238-1800
DeKalb County Sheriff's Department	(256) 845-3801
Fort Payne Police Department	(256) 845-1414
National Park Service	(256) 845-9605

HAZARDOUS GAS LEAKS

(FLAMMABLE, TOXIC, CORROSIVE, OXYGEN, CRYOGENIC)

If you believe you smell natural gas:

- 1)** Evacuate the building *unless* you believe or find that the gas leak is **outside** the building.
 - 2)** If outside, stay indoors until told to leave by emergency responders.
 - 3)** Do not operate electrical switches or motors, as they may cause a spark and act as an ignition source.
- Suspected gas leaks or suspicious odors should be reported to UPD at **(256) 782-5050** or **911** so that appropriate departments can be notified, the source of the odor investigated, and tell them where you are and where the emergency is located.
 - If you evacuate the building, do not return to the building until permitted to do so by the Police or Fire Department.



EARTHQUAKE

During an earthquake, you may experience a shaking that is gentle at first and within a second or two grows violent and knocks you off your feet or you may be jarred first by a violent jolt, as though your building was hit by a truck. A second or two later you may feel the shaking and, as in the first example, you will find it very difficult (if not impossible) to move from one room to another.

DURING THE QUAKE

- If you are indoors, drop to the floor. Do not get in a doorway or try to run outside.
- Take cover under the sturdiest object available.
- Hold on until the shaking stops.
- Once the shaking is over, report any injuries, damage or hazardous conditions.
- If you are outside, get into an open area away from trees, buildings, walls, and power lines.
- If you are driving, pull over to the side of the road and stop. Avoid overpasses and power lines. Stay inside the vehicle until the shaking is over. If the earthquake has been severe, do not attempt to cross damaged bridges, damaged overpasses, or damaged sections of road.



FIRE

- Activate the fire alarm system upon discovering a fire, explosion, or smoke in the building.

The nearest fire alarm pull station is located at: _____

- After sounding the alarm, call 911 for Fire Department and then UPD at **(256) 782-5050** and provide the following:

1) Building Name: **2) Floor:** **3) Room #:** **4) Type of Incident:**

- The nearest fire extinguisher is located at: _____
- After sounding the alarm, attempt to contain a small fire by utilizing available fire extinguishers if you have the ability to do so. If fire is beyond control or involves potentially explosive materials, evacuate the building. Avoid smoke-filled areas when evacuating.
- Exit the area immediately.
- Close all doors as you leave.
- Notify and assist others in exiting the building. Position persons with disabilities in the stairwell landing farthest from danger, if they are unable to evacuate.
- Use stairs to exit upper floors. Do not use elevators during a fire emergency.
- Leave the building and move towards your assembly point at _____, leaving walkways and drives open for arriving firefighters. Do not return to the building until fire department officials have cleared the building for re-entry.
- Notify firefighters on the scene if you suspect someone may be trapped inside the building or if mobility impaired persons are waiting for assistance in the stairwells.

SUSPICIOUS PACKAGES AND LETTERS

- Do not touch or handle the object.
- Call **911** or UPD at **(256) 782-5050**.
- Do not use radios or cell phones in the vicinity of the object.
- If evacuation is necessary, be observant for out-of-place or suspicious items as you evacuate.

Characteristics of suspicious packages or mail may include:

- No return address
- Excessive packaging material or postage
- Addressed to title only, common words misspelled, poorly typed or written
- Oily stains, discolorations, crystallization on wrapper, or feel of a powdery or foreign substance
- Strange odor
- Protruding wires
- Marked with any threatening language

If the package is leaking a substance or powder, anyone who came in contact with the package should immediately wash their hands with soap and water. Notify **911** that you have come in contact with the substance and move to an area that minimizes your exposure.

CRIMINAL ACTIVITY

If you observe a crime in progress or behavior that you suspect is criminal or suspicious in nature, immediately call UPD at **(256) 782-5050** or **911**. Report as much information as possible including what the person(s) is/are doing; where it is happening; physical and clothing description of those involved; type of weapons involved, if any; vehicle description and license plate number, if appropriate; and direction of travel when last seen. **Do not approach or attempt to apprehend the person(s) involved.** Stay on the telephone with the police dispatcher and provide additional information, as changes with the situation occur, until the first police officer arrives at your location.

UTILITY EMERGENCY

In case of a utility emergency (water leak, power loss) immediately call Capital Planning & Facilities at **(256) 782-5450** or UPD at **(256) 782-5050** during non-business hours.

Be prepared to give:

1) Building Name: **2) Floor:** **3) Room #:** **4) Nature of Problem:** **5) Person to Contact & Extension:**

During power failures, exit stairs or exit doors should be used for evacuation while emergency lights are on. Entry to the building should not be made until power is restored. Emergency lighting is temporary and is not provided to continue building operations. During a power failure in a laboratory, safely turn off gases and equipment and leave the laboratory.

If flooding occurs, stop using electrical equipment until repairs are accomplished and the area is dry.

BOMB THREATS

Take all bomb threats seriously.

Immediately call UPD at **(256) 782-5050** or **911** and inform them of the situation with as much information as is available, specifically the location and time of possible detonation.

If the bomb threat is called in by phone, the person receiving the telephone call should remain calm and obtain as much information as possible by using the checklist in this guidebook, that is located on the next page, to gather as much information as possible.

If a suspicious package or device is found or a bomb threat is received by written, electronic, or recorded communication, immediately notify Police.

- Do not touch or handle the suspicious item.
- Do not use radios or cellphones around the item.
- Do not handle any potential evidence any more than is necessary.

If a device is found, do not wait for police to tell you to evacuate. Otherwise, evacuate at the direction of law enforcement personnel. As you are evacuating, look for anything suspicious or out of place while exiting the building. If you see anything suspicious while evacuating, notify law enforcement of the location and describe the item.



BOMB THREAT CALL CHECKLIST

Exact wording of the threat:

***Questions to ask the person making the threat:
Record response and repeat in sequence:***

- 1) Where is the bomb located?
- 2) When will the bomb explode?
- 3) What does it look like?
- 4) What kind of bomb is it?
- 5) What will cause it to explode?
- 6) Did you place the bomb?
- 7) Why?
- 8) What is your name?
- 9) Are you an employee or student?
- 10) Where are you calling from?
- 11) What is your address?

Caller's voice and manner description:

*If the caller's voice is familiar, who did the caller sound like?

Date and time the call was received:

Phone number at which call was received:

_____/_____/_____ :____ AM/PM

CALLER'S VOICE

calm	laughing	raspy
angry	sobbing	deep
excited	distinct	cracking
slow	slurred	accent
rapid	nasal	disguised
soft	stutter	male
loud	lisp	female
profane	incoherent	*familiar

CONCERNING BEHAVIOR

A crisis exists when an individual is threatening harm to themselves or others, or is delusional and out of touch with reality.

The crisis may be manifested as:

Paranoia

Hallucinations

Uncontrolled Behavior (Anger, Yelling)

Inability to Provide Basic Self-care

Erratic or Odd Behavior

Lack of Insight

Threatening Behavior

Disruptive Behavior

Complete Withdrawal

Self Injury

Delusions

Impaired Judgement

Agitation

Students: If a student is experiencing a severe crisis, contact JSU Counseling at **(256) 782-5475** or UPD at **(256) 782-5050**. Police Officers can arrange for communication/consultation with mental health professionals or other appropriate medical care.

Faculty/Staff: A faculty/staff member experiencing a crisis should be directed to communicate with counselors or mental health professionals. JSU Counseling is available by contacting **(256) 782-5475** and Employee Assistance Program can be accessed by calling **1 (800) 847-7240**. If a faculty/staff member is experiencing a severe crisis, contact UPD at **(256) 782-5050** who can arrange for communication/consultation with mental health professionals or other appropriate medical care.

Procedures: Should you come into contact with someone experiencing a crisis, **DO NOT** attempt to handle the potentially dangerous situation alone. Notify UPD at **(256) 782-5050**. All suicide attempts should be immediately reported. The safety of the person in crisis and those around him/her should be of first concern.

In any crisis: Your goal in an emergency is to stabilize the situation and get the person to professional help as quickly as possible.

CONCERNING BEHAVIOR

- Do not try to manage the situation alone – Sometimes just having another party present or on the phone will defuse a situation.
- Speak in a calm, quiet voice – If it seems he/she is not listening or cannot hear you, it is possible that auditory hallucinations (“voices”) may be interfering. Do not shout; raising your voice will not help and may escalate tensions.
- Keep instructions and explanations simple.
- Respond to delusions by talking about the person’s feelings, not about the delusions – Say, “This must be frightening,” not “You shouldn’t be frightened – nobody’s going to hurt you.”
- Do not stare – Direct eye contact may be perceived as confrontational or threatening.
- Do not touch unless absolutely necessary – Touch may be perceived as a threat and trigger a violent reaction.
- Do not stand over the person – If the person is seated, seat yourself to avoid being perceived as trying to control or intimidate.
- Do not give multiple choices or ask multi-part questions – Choices will increase confusion. Say, “Would you like me to call your psychiatrist?” not “Would you rather I called your psychiatrist or your therapist?”
- Do not threaten or criticize – Acute mental illness is a medical emergency. Suggesting that the person has chosen to be in this condition will not help and may escalate tension.
- Do not argue with others on the scene – Conduct all discussion of the situation quietly and out of the person’s hearing.
- Do not whisper, joke or laugh – This may increase agitation and/or trigger paranoia.

CHEMICAL SPILLS OR EXPOSURE

- Never attempt to contain or clean up a hazardous material release unless you are trained to do so.
- Alert those in the vicinity and evacuate the immediate area.
- Close all doors as you leave.
- Call UPD at **(256) 782-5050** or **911** and provide the following:
 - 1) Chemical Substance Involved and Amount Released:
 - 2) Specific Location:
 - 3) Hazards:
 - 4) Name and location of persons who may have been injured or exposed:
- Warn others not to enter the area.
- Do not re-enter the area until told it is safe to do so by emergency responders.

Chemical Exposure:

- Isolate anyone exposed to the material.
- Stay with them until emergency responders arrive.
- Do not come into contact with material on their clothing or body.
- Instruct them to remove contaminated clothing immediately. Direct them to the nearest safety shower/eye wash station. Affected areas should be rinsed for a minimum of 15 minutes.
- Provide first aid if needed.



TORNADO/SEVERE THUNDERSTORM

SEVERE THUNDERSTORM WATCH

Severe thunderstorms are possible in and near the watch area. Stay informed through alerts, social media, apps, etc. and be ready to act if a severe thunderstorm warning is issued.

SEVERE THUNDERSTORM WARNING

Severe thunderstorms are occurring. Be prepared to move to a place of shelter if threatening weather approaches.

- 1)** Keep people indoors and away from windows until the severe storm passes. If large hail begins to fall, seek shelter.
- 2)** Report injuries and damages to UPD.
- 3)** Do not walk, swim, or drive through flood waters. Turn Around, Don't Drown!

TORNADO WATCH

Tornadoes are possible in and near the watch area. Be ready to act quickly if a warning is issued or you suspect a tornado is approaching. Available shelters may be opened.

TORNADO WARNING

A tornado has been sighted or indicated by weather radar.

If you are in the warning area, seek shelter immediately. The nearest shelter is located at _____.

If you are in a vehicle, get out and seek shelter in a sturdy building. If a building is not available, a depression such as a ditch or ravine offers some protection. Do not get under a bridge or overpass.

Stay away from windows, outside walls, and exterior doors.

If shelter is not available, move to the center and lowest portion of the building.

Cover your head to protect yourself.

Report injuries and damages to 911, so Police and Fire can be notified. Notify your supervisor.

After the "all clear" signal, leave badly damaged buildings and do not attempt to return to the building unless permitted to do so by Fire or Police personnel. Do not attempt to turn utilities or equipment on or off.

BUILDING EVACUATION

When to Evacuate:

- Audible alarm
- Power failure – Laboratories must be evacuated, follow instructions as provided on **utility emergency** tab
- Natural disaster
- Man-made disaster
- Mechanical problems that are deemed a danger to the occupants
- Hazardous Chemical spill or gas leak
- By order of a First Responder (Fire, Police), emergency personnel, or other Public Safety Official

General Evacuation Procedures and Guidelines:

- Stay Calm.
- Faculty and staff should attempt to assist in the evacuation of their areas. In the event you are not familiar with the evacuation route of your area, please follow the nearest “EXIT” sign.
- Do not use the elevators.

General Guidelines When Evacuating the Building:

- Evacuation should begin with those persons requiring assistance.
- Position persons with disabilities in the stairwell landing farthest from danger, if they are unable to evacuate. Ensure that the doors to the stairwell are closed. If possible, designate one person to stay with them and another to notify emergency responders of their location.
- Follow the “EXIT” signs posted throughout the building.
- Evacuate away from the affected area.
- Evacuees should meet at your assembly point at _____ and stay there for an accurate head count.
- Re-enter the building only when directed by emergency personnel or building officials.

My building manager is _____ **and their contact information is** _____.

ACTIVE THREATS INCIDENTS

Please note, that active threat situations are highly unpredictable and that the following guidelines are based on past experiences and best practices. Altering responses may be necessary, depending on the situation. If you are able to call to report the threat, call UPD at **(256) 782-5050**. If you hear gunshots, or perceive that an active threat is occurring, do one of the following:

Evacuate (Run)

If there is an accessible escape path, attempt to evacuate the premises.

- Have an escape route and plan in mind.
- Help others escape, if possible, but evacuate regardless of whether others agree to follow and leave belongings behind.
- Avoid elevators and staircases, if possible.
- Exiting via a window may be a viable option.
- Prevent others from entering an area where the shooter may be located.
- Follow the instructions of any police officers and keep your hands visible.
- Do not attempt to move wounded people.

Barricade or Lockdown (Hide)

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active threat's view by turning off lights and covering viewpoints into the room.
- Provide protection if shots are fired in your direction.
- Not trap you or restrict your options for movement.
- Be fortified by creating barricades and obstacles.

You should:

- Silence your cell phone and turn off any other sources of noise.
- Remain quiet.
- Stay in place until law enforcement gives you the all clear.

Take Action (Fight)

If neither running nor hiding is a safe option when confronted by the threat, adults in immediate danger should attempt to disrupt and/or incapacitate the active threat.

- Commit to your actions and act as aggressively as possible against the threat.
- Yelling and throwing items to interfere with the shooter(s) ability to shoot accurately.
- Moving about the room to lessen accuracy.
- Swarming the attacker and controlling the attacker's limbs.
- Secure the weapon, but Do Not have it in your hands when law enforcement arrives.

MEDICAL EMERGENCIES / AMBULANCE

It is important to notify first responders as soon as possible so that medical care can be given in the fastest, most efficient manner possible.

- Call **911** to have EMS enroute. Then notify UPD at **(256) 782-5050**.
- Give as much information as possible regarding the nature of the illness or injury. Particularly important information includes:

Call UPD at **(256) 782-5050** or **911** and provide the following:

- 1) Nature of the Accident
- 2) Location
- 3) How Many Injured
- 4) How Serious the Injuries Appear
- 4) Age
- 5) Bleeding?
- 6) Gender
- 7) Conscious or Unconscious

- Most University staff are not trained in how to manage an emergency; therefore, medical decisions need to be made by medical personnel. Do not move the person unless there is an immediate threat to the injured person if they remain in that location. Send a responsible person to meet first responders outside of the building, near the street or entrance to the building, to guide them to where the injured person is located.
- Persons in your area who are trained in first aid or CPR should be listed below:

Location of your nearest AED _____





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52-20 University Publications 6/22

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